



Frederick

# Wireless Equipment Procurement Manual

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# Definitions

Contracted Sales Representative – Persons responsible for representing one of the vendors the Purchasing Department has contracted to provide wireless equipment, service, and accessories at discounted prices.

Contracted Customer Service Representative – Contracted Vendor's Representative whom is responsible for providing customer service on issues such as name changes, billing, P-card issues, basic technical questions, etc.

Requestor – Individual who will be utilizing wireless equipment and/or service.

Wireless Team- Individuals within the Purchasing Department responsible for wireless procurement, billing issues which can't be resolved by requestor or cardholder, and maintenance of Program Integrity. The Wireless Team consists of Jeannie Hilderbrand, Lori Smith, and Joyce Shelton.

Internal Audit Dept. – Individuals responsible for reviewing and approving content of justification for wireless purchases.

Statement of Account (SOA) – A monthly listing from US Bank of all payments for purchases and credits made by cardholder and billed by the merchant. The SOA is used by the cardholder to reconcile the account to extract monies from appropriate cost centers.

# Wireless Equipment User Responsibilities

## Ordering Accessories Only

The following accessories must be procured through the Contracted Sales Representative to ensure appropriate discounts are received. These can be purchased directly by the cardholder, as long as they are procured through the Contracted Representative. You can obtain contact information from the Wireless Team.

Chargers (Electric/Auto)

Stylus for PDA

Case/belt clip

Headset for Cellular Equipment

Batteries

## Obtaining Equipment

DO:

1. Complete the Wireless Justification Form (Attachment 1) and submit for approval through the Program Director.
2. Route completed justification form via inter-office mail, fax or email to:
  - Internal Audit Department, 92 T.J. Drive, Ste. 250
  - Fax #: 6647
  - E-mail: [belascoc@mail.nih.gov](mailto:belascoc@mail.nih.gov)
3. The approved justification is forwarded to the Wireless Team, Purchasing Department. Per the IMPAC Policy and Procedures, a PC number must be obtained prior to placing this order. The Wireless Team will access the P-Card System, obtain the PC number and enter all pertinent information in the cardholder's order log.
4. The Wireless Team will order, receive the equipment and contact the requestor or cardholder when the equipment is ready for pick up. The equipment can be picked up in the Purchasing Department, Bldg. 1050, 2<sup>nd</sup> floor.

## Monthly Billing

5. Obtain copy of the detailed wireless bill from cardholder to verify usage. If there is personal usage (incoming and outgoing) highlight each call.
6. Compete and sign a Wireless Communication Device Monthly Usage Certification Form (Attachment 2) every month and give to IMPAC cardholder responsible for charges on your account. Form must be signed and given to cardholder regardless if personal calls were made or not, per the Internal Rev. Svc. Code 1.2745T (see Attachment 2 for full details).
7. Review each wireless bill when it is received.
  - Verify accuracy
  - Identify costs that were incorrectly billed
  - Determine if personal calls were made and indicate such calls as personal on invoice.
  - Personal calls are discouraged, however if calls were made or received, reimbursement in the form of a check or money order must be submitted along with Attachment 2 for inclusion with Statement of Account (SOA) by IMPAC cardholder. Requestor will be charged \$1.50 per personal call plus any applicable long distance, roaming charges, and any taxes, if charged from service provider (See Attachment 2, for clarification).

8. Contact Wireless Team to obtain Contracted Customer Service Representative's contact information if you have questions about your account:

- Billing Issues
- Amount of minutes on plan
- Different coverage areas
- Compatibility of equipment

9. Upon termination of employment or transferring to another department, the wireless equipment must be given to one of the following:

- Transferring – P-card holder responsible for payment on device. P-Card holder can hold for 30 days to re-issue to other employee; after 30 days they must surplus the device.
- Termination of employment – Device must be turned into the Property Department during the check-out process.

10. Contact the Property Department and Purchasing if equipment is no longer in use. Property will arrange for pick-up and surplus the equipment.

## Do Not:

1. Call contracted Sales Representative or local store to purchase equipment/software such as:
  - Cellular Phone
  - Personal Digital Assistant (PDA)
  - Pager
  - Additional memory
  - Wireless Air Card
  - Broadband Service
2. Make any changes to your account. This must be handled through the Wireless Team of the Purchasing Department.
3. Transfer any wireless equipment until a new Wireless Justification Form (Attachment 1) has been completed for the new requestor and submitted for review through the Internal Audit Department. Once reviewed, Internal Audit will forward to Purchasing, who will notify the new requestor. A Property Transfer Form must be completed and sent to the Property Department, Attn: Kurt Zimmerman, Bldg. 1050. When the transfer form has been received by Property, the equipment will be transferred to the new requestor.
4. Purchase certain handheld equipment which have been determined to be unallowable procurements, for example:
  - iPod's
  - MP3 Players
  - Personal Digital Players
  - iCarPlay



# Description of Equipment

PDA – Personal Digital Assistant is a handheld device with the following capabilities:

- E-Mail                      Read, compose, forward or reply to messages.
- Messaging                Create memos/letters which can be sent from your PDA or saved onto your office computer.
- Cellular Phone          Full featured phone capabilities.  
(PDA can be purchased with or without Cellular phone service). Text message is available with phone.
- Web Access              Retrieve information from the web including news, travel and business.
- Synchronize            Synchronize your PDA with your office

Cellular Phone – Can be used to make telephone calls locally, nationally, or internationally. You can also do text messaging.

Pager – Can be purchased as Numeric or Alpha.

- Numeric – Leave a phone number.
- Alpha – Leave a message with an operator and it's displayed on the pager.

## **Frequently Asked Questions Wireless Communication Program**

**1. Q: What processes are required to purchase wireless equipment/services?**

A: You must contact the Wireless Administrator (X1716) to obtain a copy (via e-mail) of the Policy and Procedures, Wireless Terms and Conditions, Frequently Asked Questions and Wireless Justification Form. The Requestor/End User must read the T's and C's, sign the form and attach signed form to the Completed Wireless Justification Form. The Wireless Justification form is approved by the end user's manager and forward to appropriate Directorate Head for approval. Once approved, forward the completed forms (via Interoffice envelope to the attention of the Internal Auditor, 92 Thomas Johnson Drive, STE 250; fax: 301-846-6647; or e-mail [belascoc@mail.nih.gov](mailto:belascoc@mail.nih.gov) for review. After the justification is reviewed for completeness, the Internal Auditor will forward to Purchasing for processing.

**2. Q: How long before the equipment is received?**

A: Once the approved justification form is received by the Wireless Administrator, the equipment usually takes 3-5 business days to arrive. The equipment is delivered directly to the Wireless Administrator who contacts the Property Department to ensure the equipment is properly identified with a decal prior to release to the requestor. Equipment is then sent to CSS or the responsible IT person for NIAID per P&P 108, to complete the baseline configuration. If the equipment is sent to CSS, it will come back to the Wireless Administrator. The Wireless Administrator will contact the requestor when the equipment is ready to be picked up from the Purchasing Department, Building 1050, 2<sup>nd</sup> floor. NIAID equipment sent to an IT person within a Directorate, will arrange for pick-up of the wireless equipment by the requestor or cardholder.

**3. Q: Can an individual purchase the wireless equipment themselves and be reimbursed?**

A: **No.** All wireless communication equipment and accessories must be purchased using a P-Card. If wireless equipment is purchased using any other mechanism it will be considered an unauthorized procurement. If there is not a Purchase Card cardholder in the program area, please contact the Purchasing Department for information on how to request a P-Card. Employees are not allowed to make any changes to any wireless account, to include adding additional minutes, upgrading the service, ordering new equipment, etc.; making changes is automatic cause for termination of wireless service.

**4. Q: Are there specific vendors through whom wireless equipment/service must be purchased through?**

A: Yes. The Purchasing Department has issued contracts with several vendors; presently AT&T, T-Mobile, and Verizon are our three contractors. These vendors provide various levels of discounts on the equipment and service.

**5. Q: What do I do if I transfer to a different program area or I terminate my employment?**

A: Wireless equipment is assigned to a specific job not an individual employee. When an employee transfers to a different program area, the Purchase card holder that is responsible for the monthly usage bill must email the wireless administrator about the transfer and a property transfer form must be completed.  
When an employee terminates they are required to go through a check-out procedure. The equipment must be turned over to the Property Department in building 1050 as part of the check-out process. Equipment that is more than a year old will be surplus so new equipment can be issued and all obsolete equipment can be retired from usage. If the program area will have a new employee starting within 30 days, the Purchase Card holder can contact the Wireless Administrator stating the device will be re-issued within 30 days.

**6. Q: Where can the Wireless Justification Form (Attachment 1) and the Wireless Communication Device Monthly Certification Form (Attachment 2) be obtained?**

A: The forms can be obtained through the ALS Website and are also attached to the SP,

[http://web.ncifcrf.gov/campus/als/downloads/WirelessJustification\\_at1.pdf](http://web.ncifcrf.gov/campus/als/downloads/WirelessJustification_at1.pdf)

[http://web.ncifcrf.gov/campus/als/downloads/WirelessJustification\\_at2.pdf](http://web.ncifcrf.gov/campus/als/downloads/WirelessJustification_at2.pdf)

**7. Q: Are personal calls allowed on a business cellular phone?**

A: **No.** Personal calls are not allowed unless there is an emergency. If an emergency arises and a personal call is placed to 911, the hospital or the police, indicate those calls (either highlight or underline) on the invoice. All non-emergency personal calls require SAIC-Frederick to be reimbursed for the personal usage at \$1.50 per instance. Excessive personal use will be reported to your Directorate Head and you may have your wireless privileges revoked. See the wireless policy for more information.

**8. Q: What do I do if my wireless equipment/service is not working properly or if my coverage area is inadequate?**

A: Contact the Wireless Administrator for repair or replacement of equipment, changes to service plan and/or coverage area. Do Not call the vendor directly.

**9. Q: How do I get International “discount” service on my existing wireless equipment?**

A: Employees who are issued wireless equipment and are planning to travel internationally for work must email the Wireless Administrator in Purchasing ([hilderbrandmj@mail.nih.gov](mailto:hilderbrandmj@mail.nih.gov)) to have international coverage added to their plan.

- Purchasing must receive an email at least two days before departure by employee or administrative staff.
- Coverage will be disconnected one month after return to ensure all charges have been billed to the Purchase Card.

Employees must exercise caution when using their wireless equipment in a foreign country. Some countries charge to use their network and these charges can be excessive. In some locations, there is a charge every time you open an email. In other

countries there are extremely high roaming costs for sending emails. Employees may not be able to use their wireless device in a foreign country the same way they would use it in the US without incurring significant additional costs even with the international coverage added to their device. Contact the Wireless Administrator for more information.

**10. Q: What contracted vendors provide international service?**

A: AT&T, T-Mobile and Verizon

**11. Q: How do I know if a certain provider has reception in the country I'm traveling to?**

A: AT&T, T-Mobile and Verizon have information available to you on their website. Click on International coverage. (See address below)

<http://www.att.com/gen/general?pid=12809>

[http://www.t-mobile.com/international/?WT.z\\_unav=mst\\_shop\\_services\\_international](http://www.t-mobile.com/international/?WT.z_unav=mst_shop_services_international)

<http://www.verizonwireless.com/b2c/index.html>

**12. Q: What is the process for obtaining a Wireless Air Card?**

A: Complete a Wireless Justification Form (Attachment 1) and forward to the Internal Audit Dept. Once reviewed and approved, it will be forwarded to the Wireless Administrator in Purchasing.

**13. Q: What contracted vendors provide the Wireless Air Card/service?**

A: AT&T and Verizon have free Air Cards/USB Modems. T-Mobile's has an Air Card, however it is not free at this time.

**14. Q: What is the difference between a communicating PDA and a Communicating PDA w/Cellular?**

A: Communicating PDA is for "Data" communication only, i.e. e-mail, internet, calendar, scheduling meetings, etc. The Communicating PDA with Cellular has voice and data. You have the ability to communicate via e-mail, internet, as well as cellular phone.